



GOVERNMENT OF THE DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY

CONTRACTS AND PROCUREMENT ADMINISTRATION



July 12, 2004

QUESTIONS ASKED AT THE PRE-PROPOSAL CONFERENCE
ON TUESDAY, JUNE 29, 2004 AND THEIR ASSOCIATED ANSWERS

1) *Define the level of fixes and enhancements.*

CFSA Response: Each month the Child and Family Services Agency (CFSA) has a “build”. This build includes about 25 data fixes and 16 bug fixes. In addition, there are usually 1 to 2 major enhancements each month. The process for the enhancements includes a detailed requirement analysis and an impact analysis carefully assessing the impact of the proposed enhancement to all the other modules of the entire application. During the transition of FACES to FACES.NET, there shall be a moratorium limiting new enhancements during this period, however it is anticipated that data fixes and bug fixes shall continue as required.

2) *What level of effort has been devoted to the current client-server application? How many staff does the vendor currently have on board?*

CFSA Response: The level of effort devoted to the current client-server application consists of a combination of CFSA and vendor staff to maintain the client-server application. The staff maintains the application, prepares and runs reports, provides end user support, including Help Desk capability as well as some network support.

The vendor currently has twenty-four (24) staff employees on board. They include one (1) Full Time Employee (FTE) Program Manager (100%), three (3) FTE Functional Team Leads (100%), one (1) FTE Functional Team Leads (50%), five (5) FTE PowerBuilder Programmers (100%), six (6) FTE Crystal Report Programmers (100%), one (1) Database Administrator (100%), one (1) FTE COBOL Programmer (100%), three (3) FTE Network Engineers (100%), one (1) FTE PC Technician (100%) and two (2) FTE Administrative Assistants (100%).

CFSA currently has twenty-three (23) staff employees devoted to maintaining the client-server application. They include: one (1) FTE Program Manager (100%), two (2) FTE Supervisors (100%), four (4) FTE Application Analysts (100%), one (1) PowerBuilder Developer/Analyst (100%), four (4) Information and Reporting Analysts (100%), ten (10) FTE User Support Analysts (100%) (including Help Desk and Training) and one (1) Staff Assistant (100%).

3) *How many CFSA staff will be devoted to supporting the client-server system and how many to supporting development of FACES.NET? What are their roles? What percentage of the staff is full-time?*

CFSA Response: There shall be fifteen (15) CFSA staff employees that comprise the CFSA client-server FACES team devoted to supporting the client server system in the following configuration: one (1) FTE Project Manager (50% with the other 50% of time allocated to the FACES.NET), one (1) FTE Deputy Project Manager (100%), four (4) FTE Functional Team Leads (100%), one (1) FTE Functional Team Lead (50% with the other 50% of time allocated to FACES.NET) and eight (8) FTE Analysts (100%).

There shall be thirteen (13) CFSA staff employees that comprise the CFSA FACES.NET team devoted to supporting the development of FACES.NET in the following configuration: one (1) FTE Project Manager (50% with the other 50% of time allocated to the Client-Server), one (1) FTE Deputy Project Manager (100%), one (1) FTE Training Manager (100%), three (3) FTE Functional/Technical Team Leads (100%), one (1) FTE Functional Team Lead (50% with the other 50% of time allocated to the Client-Server), five (5) FTE Analysts (100%) and one (1) FTE Developer (100%).

4) ***What proportion of vendor staff must be located on-site at CFSA?***

CFSA Response: It is mandatory that all key personnel must be located on-site at CFSA. Key personnel include, but are not limited to, the Project Manager, Application Technical Team Lead, Functional Team Leads, Database Administrator, and the Network Engineers. Therefore the proportion of Vendor Staff that must be located on-site at CFSA are all key personnel.

5) ***Will all vendor staff work on-site in the District? Can offerors propose work to be done offshore? Will the use of offshore resources be permitted?***

CFSA Response: It is only mandatory that all key personnel must be located on-site at CFSA. Key personnel include, but are not limited to, the Project Manager, Application Technical Team Lead, Functional Team Leads, Database Administrator, and the Network Engineers. Yes, Offerors can propose work to be done offshore. Yes, the use of offshore resources shall be considered. CFSA is encouraging vendors to propose innovative staffing and technical solutions that provide the best quality and value to the CFSA.

6) ***Will CFSA consider alternatives such as remote development?***

CFSA Response: It is only mandatory that all key personnel must be located on-site at CFSA. Key personnel include, but are not limited to, the Project Manager, Application Technical Team Lead, Functional Team Leads, Database Administrator, and the Network Engineers. Yes, CFSA shall consider alternatives such as remote development. CFSA is encouraging vendors to propose innovative staffing and technical solutions that provide the best quality and value to the CFSA.

7) ***Do you run Crystal reports directly against the production database? Is an alternative approach to the current use of Crystal reports welcome?***

CFSA Response: Yes, all Crystal reports are generated directly from the production database. CFSA encourages Vendors to propose other reporting software or other reporting alternatives.

- 8) ***How many significant FACES enhancements were made in the past 12 months? Could the requirement documents for those enhancements be made available?***

CFSA Response: There have been approximately ten (10) significant enhancements made to FACES in the past twelve (12) months. When requested, the requirement documents shall be made available in the library.

- 9) ***Have requirements analysis been done for the areas specified in the RFP as needing significant development in the process of converting to .NET?***

CFSA Response: Although there has been no detailed requirements analysis completed for the areas specified in the RFP as needing significant development in the process of converting to .NET, a summary has been completed of the changes for the five functional areas which require significant development is included in Section C.3.5 of the RFP and also reflected in Table 3.2

The projected changes for the five functional areas are discussed below:

Contracts: The current Contracts and Procurement module consists of 15 user screens used to record pertinent information from awarded contracts. This includes Procurement, Contracts and Monitoring. The CFSA Contract Specialist enters the contract information that identifies the contractor, the services, unit rates and the contract dates. Users report that the screens are cumbersome and difficult to navigate. For example, the lack of automation linkage – when creating a new contract service line for an expired service type, a user has to manually link each facility and child in placement to the service line.

Provider: The current Provider module has 32 user screens. The same screens are used to capture data for several types of service providers, i.e. contracted and CFSA foster homes, adoptive homes, congregate care facilities, as well as community service providers. This has proven to be problematic given that the business requirements are different for each type of provider.

Intake: CFSA Hotline staff document calls in the Intake module and the outcome of the investigation in the Investigation module. FACES.NET must include the capability for Hotline staff to enter data into a central screen or screens and determine after the call whether the report requires an investigation or was an informational call.

Investigation: Changes to the Investigation module will be streamlined in conjunction with the enhanced Intake module.

Common Framework: The enhanced Common Framework in FACES.NET must involve three main areas – calendar, person search, and personnel. Additionally, workflow, approvals, and assignments will be modified.

- 10) ***How has the determination of which areas need further development been done? Did the current contractor have a role in that determination?***

CFSA Response: In order to determine which areas required further development needs, CFSA performed a detailed review of all functional screens. CFSA also reviewed all technical change requests, change requests due to changes in the its business practice and change requests made

to comply with Federal SACWIS standards. The list of changes was then presented to CFSA's Change Support Committee – a committee comprised of program staff and IT staff to determine priorities and implementation dates. This Committee decided the five functional changes that should be made in FACES.NET. The current Contractor participated in a supporting role only to provide information and status updates to the Change Support Committee.

11) *What flavor of .NET does CFSA expect to use for the development?*

CFSA Response: The flavor of .NET that CFSA expects to use for the development shall be proposed by prospective Vendors as part of their RFP submission stating what they believe would be most advantageous for this application development project.

12) *Does the requirement in L.7.2 which states that resumes be provided cover all staff or only key staff?*

CFSA Response: CFSA is requesting that all resumes for key personnel must be included in the proposal. Resumes for non-key personnel must be submitted within 60 days of Contract Award.

13) *Will data clean up and duplicate records be a part of this effort?*

CFSA Response: Yes, CFSA is anticipating some data clean up effort. Data clean up, duplicate records and/or inconsistency in data resulting from the implementation or transferring of any new system is necessary and required.

14) *Did CFSA conduct an independent validation and verification process of the current system?*

CFSA Response: No, CFSA did not conduct a formal Independent Validation and Verification process; However, CFSA did participate in an independent validation process with the Federal Government, Administration for Children and Families (ACF). ACF reviewed the CFSA business process, logic, coding and reports affiliated with the bi-annual submission of a mandatory Federal report. ACF reported that the logic and code was sound while suggesting a few recommendations, which have been implemented.

15) *What is the dollar value for maintaining and supporting FACES now?*

CFSA Response: CFSA shall not provide the dollar value for maintaining and supporting the FACES application. Offerors are encouraged to submit its best prices for maintaining and supporting FACES to provide the best value to the CFSA.

16) *Will there be a moratorium to changes on the client-server?*

CFSA Response: Yes, CFSA shall establish a moratorium as of October 1, 2004 to keep changes to a minimum, while minimizing the difficulty of converting a changing system. Nevertheless, CFSA anticipates a few changes shall be required to address critical CFSA needs.

17) *What will be included in the library?*

CFSA Response: The following items are included in the CFSA Library:

- a. FACES Screen Print Guide
- b. FACES Report Guide
- c. FACES Tip Sheets
- d. Data Dictionary
- e. Application and Technical Training Plans
- f. Train the Trainers Guide
- g. User Training Manual
- h. Operations Document
- i. Entity Relation Diagram

Vendors should contact Mr. Samuel J. Feinberg, CPPO, CPPB – Contracts and Procurement Administrator/Agency Chief Contracting Officer with a written request to schedule an appointment to review items in the library via fax at (202) 727 5883

18) *What is the process for requesting additional technical information, not included in the library?*

CFSA Response: Vendors are required to submit in writing any request for additional technical information or other information pertaining to this Request for Proposal. All such written requests must go to Mr. Samuel J. Feinberg, CPPO, CPPB – Contracts and Procurement Administrator/Agency Chief Contracting Officer via fax at (202) 727 5883 or regular mail at CFSA 955 L'Enfant Plaza SW, Suite 5200 Washington, DC 20024.

19) *Will the questions be posted on the web-site for everyone to see?*

CFSA Response: Yes, all questions along with their associated answers shall be posted on the web-site for everyone to see. CFSA shall not wait to accumulate all questions and answers before provided them to all prospective Vendors. It is our intent to provide answers to questions and release this information as expeditiously as possible.

20) *How do the preferences under Section M.6.2 work?*

CFSA Response: The preferences under Section M.6.2 are utilized under the provisions of D.C. Law 13-169, known as the “Equal Opportunity for Local, Small, or Disadvantaged Business Enterprises Act of 2000”, the District shall apply preferences in evaluating bids or proposals from businesses that are local, disadvantaged, resident business ownership or located in an enterprise zone in the District of Columbia. Section M of the RFP specifies the number of points that given to LSDBEs under each category.

An Offeror must be certified through the Office of Local Business Development to be eligible for preference points. An LSDBE Certification Package is Attachment J.7 to the RFP. You may contact the Office of Local Business Development at (202) 727-3900 if additional information is required on certification procedures and requirements.

21) *Does the vendor's price for hardware and software need to be broken out and priced as a separate line item?*

CFSA Response: Yes, the vendor's price for hardware and software is required to be broken out and priced as a separate line-item.